

# I have been told my child must self-isolate. He is well and we are awaiting the result of a COVID-19 test. Can his support staff still visit?

Yes, support staff will still come to visit you. Please ensure they are aware you are in isolation and the reason for this. The responses may vary from agency to agency.

It would be best if your son stayed in his room when the support staff are in the home.

Some services may be reduced or stopped until you receive your son's results.

Only essential supports are provided during this time, such as personal care, domestic support and/or shopping. The agency may suggest your son stays in a separate room while they are in your house. If personal care is required and a family member is unable to provide this, then the agency may provide support workers to do this.

In keeping with Department of Health guidelines, support staff will need to wear personal protective equipment (PPE), such as a gown, surgical mask, eye protection and gloves. Your son will be asked to wear a mask while personal care is provided.

Encourage your son to cough or sneeze into his elbow or a tissue. Hands should be washed immediately with soap and water for 20 seconds after disposing of the tissue into a bin. Stay at least 1.5 metres from each other when direct care is not being provided.

For more information, see [Self Isolation to prevent the spread of COVID-19](#).

#### Reference

Australian Government. Department of Health, 2020. [What you need to know about Coronavirus \(COVID-19\). After testing](#)

Government of Western Australia (2020). [Self-isolation in Western Australia to prevent the spread of COVID-19 Information for travellers going home, close contacts and those tested for COVID-19](#)